

gjm



Docket No.: 67389-034

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Re Application of	:	Customer Number: 20277
	:	
Bridget Mary PANTALEO, et al.	:	Confirmation Number: 4686
	:	
Serial No.: 10/725,205	:	Group Art Unit: 3623
	:	
Filed: December 02, 2003	:	Examiner: M. C. Heck
	:	
For: CAPACITY PLANNING METHOD AND SYSTEM	:	

INFORMATION DISCLOSURE STATEMENT

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In accordance with the provisions of 37 C.F.R. 1.56, 1.97 and 1.98, the attention of the Patent and Trademark Office is hereby directed to the documents listed on the attached form PTO-1449. It is respectfully requested that the documents be expressly considered during the prosecution of this application, and that the documents be made of record therein and appear among the "References Cited" on any patent to issue therefrom.

This Information Disclosure Statement is being filed more than three months after the U.S. filing date AND after the mailing date of the first Office Action on the merits, but before the mailing date of a Final Rejection or Notice of Allowance.

10/725,205



CERTIFICATION PARAGRAPH


The undersigned certifies that each item of information contained in this Information Disclosure Statement was first cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this Information Disclosure Statement as described in 37 CFR 1.97(e)(1).

Each non-English language reference was cited in a corresponding foreign application search report or office action and its relevance discussed therein. A copy of the foreign search report or office action, together with an English language version thereof, is attached for the Examiner's information.

Please charge any shortage in fees due in connection with the filing of this paper, including extension of time fees, to Deposit Account 500417 and please credit any excess fees to such deposit account.

Respectfully submitted,

MCDERMOTT WILL & EMERY LLP


Keith E. George
Registration No. 34,111

600 13th Street, N.W.
Washington, DC 20005-3096
202.756.8000 KEG:gav
Facsimile: 202.756.8087
Date: September 17, 2004



SHEET 1 OF 1

INFORMATION DISCLOSURE
CITATION IN AN
APPLICATION

(PTO-1449)

ATTY. DOCKET NO.
67389-034SERIAL NO.
10/725,205APPLICANT
Bridget Mary PANTALEO, et al.FILING DATE
December 02, 2003GROUP
3623

U.S. PATENT DOCUMENTS

EXAMINER'S INITIALS	CITE NO.	Document Number Number-Kind Codez (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		US 5,291,394	03/01/1994	Chapman	
		US 5,784,425	07/21/1998	Carney	
		US 6,459,946 B1	10/01/2002	Villanova	
		US			
		US			
		US			
		US			
		US			
		US			
		US			
		US			
		US			
		US			
		US			
		US			
		US			

FOREIGN PATENT DOCUMENTS

EXAMINER'S INITIALS	CITE NO.	Foreign Patent Document Country Codes -Number -Kind Codes (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines Where Relevant Figures Appear	Translation
						Yes No

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

EXAMINER'S INITIALS	CITE NO.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	
		DAVIS, Scott, R. " How CTI is changing workforce management: What are the possibilities for your call center." Telemarketing and Call Center Solutions, Norwalk, February 1998, Volume 14, Issue 8, pp74-75	
		REYNOLDS, Penny. " Automating For Better Workforce Management." Call Center Solutions, March 1999, Volume 17, Issue 9 pp. 74,76,77, 78 & 80	
		RANDHAWA, Sabah, U., et al. " A microcomputer-based Data Management and Capacity-planning System." International Journal of Operations and Production Management, 1990, Volume 10, Issue 5, pp. 52-61.	

EXAMINER

DATE CONSIDERED

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

1 Applicant's unique citation designation number (optional). 2 Applicant is to place a check mark here if English language Translation is attached.